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TRICARE Northwest

Change of Command Naval Hospital Oak Harbor

By Sara E. McGruder
NHOH PAO

NAVAL HOSPITAL OAK HARBOR—A change of command ceremony was held May 16 here for U. S. Navy Captain Donald W. Jensen as he departs and to welcome U.S. Navy Captain Susan Herrold, NC who is the new hospital commander.

Herrold came from Naval Medical Clinic in Annapolis, Maryland where she served as their executive officer.

A native of Pensacola, Florida, Herrold was commissioned July 27 1981. She received a Bachelor of Science in nursing in 1978 from Florida State University. Upon her graduation, she completed a one-year internship at the University of Alabama Hospital in Birmingham. She then served as the Director for Home Health Services at East End Memorial Hos-

pital in Birmingham. After joining the Navy in 1981, Herrold's first tour of duty was at the Naval Medical Center in San Diego. She subsequently served in Japan and then in Beaufort, South Carolina. Herrold received her Master of Nursing Degree as a Family Nurse Practitioner from Emory University, Atlanta, Georgia in 1991.

Shortly after her arrival to Naval Hospital Charleston, Herrold deployed to Guantanamo Bay, Cuba as part of Operation Safe Harbor. It was while she was assigned in Charleston that she became their first Department Head for Health Promotion and Wellness.

In 1995, Herrold was assigned to the Bureau of



New Naval Hospital Oak Harbor's new commanding officer U. S. Navy Captain Susan Herrold, NC began her tour of duty in May.

Medicine and Surgery, Washington, DC, where she served as Special Assistant for Women's Health Issues to the Assistant Chief, Operational Medicine and Fleet Support. Her next duty was in Rota, Spain. It was while she served in Spain that she became the first Nurse Corps (NC) officer to serve as their Head of Family Practice and sub-

(Continued on page 6)



Potentially Dangerous Abbreviations & Dose Expressions

The Don'ts of Writing Prescriptions

- Don't use trailing zero (1.0 may be read as 10)
- Don't use leading zero unless followed by decimal point (0.1 never 01)
- Don't abbreviate microgram or unit, may use mcg
- Don't abbreviate "Once Daily" as OD or QD
- Spell it out!
- Don't abbreviate drug names
- Don't use slash marks (often interpreted as no, one or seven)
- Don't use felt tip pens
- Don't mix and match trade and generic drug names

Examples of correct and incorrect specific unit points and doses:

Correct	Incorrect
2 or 2	20
0.2	2



See JGIM 9, Sentinel Item 1 April Issue 22
 (See Volume 2003/2 or 2004, 10-2004 Issue 10)
 See JGIM for more information on this subject.

Congratulations to the 2003 Poster Design Contest Winners from MAMC. To facilitate staff and patient awareness of patient safety, the MEDCOM Patient Safety Office had a poster design contest. All Army medical command staff were invited to participate by designing Patient Safety related posters.

Ms. Aleta Day 1st Place MEDCOM Winner
 MAMC Social Work Service

Ms. Jeanne Ouellette 2nd Place MEDCOM Winner
 MAMC Health Outcomes

Mr. John Grantham's 3rd Place MEDCOM Winner
 Western Regional Medical Command

VA & DOD prepare for Post-Deployment Era

By Veterans Administration

WASHINGTON—When troops now committed to the Middle East return home, they will benefit from a wide array of programs and services not available to veterans during previous conflicts, according to Secretary of Veterans Affairs Anthony J. Principi.

"Bullets and shrapnel are not the only hazards of the modern battlefield," Principi said. "We have learned from the bitter lessons of the wars of the 20th century. For any armed conflict in the Middle East, we will be on the alert for environmental exposures and other unforeseen risks to the health of our service personnel."

Principi noted that since 1998 the Department of Veterans Affairs has had the authority to provide free medical care for veterans newly returned from a combat zone, even without a service-connected disability. That eligibility lasts for two years after a veteran leaves active duty, although anyone with medical problems related to military service can qualify for life-long VA health care.

"VA's on-going partnership with the Department of Defense (DoD) will greatly reduce problems experienced by previous generations of veterans," Principi said. Specifically, he cited the development by VA and DoD of standardized guidelines for physicians examining military personnel after deployment and the establishment by VA of War-Related Illness Centers in Washington and East Orange, N.J., to provide research and professional education about deployment-related health issues.

"VA applauds the efforts of the Department of Defense to prevent health problems among deployed troops," Principi said. "Today's high-tech equipment and preventative medicine programs demonstrate DoD's commitment to the health of the troops."

"Under President Bush's leadership, VA and DoD have developed robust processes to address potential health consequences of deployment and to provide high quality health care and disability assistance to active duty personnel and veterans. We are better prepared to do this than at any other time in

history," Principi said.

Principi acknowledged that many efforts taken on behalf of recently deployed troops are an outgrowth of lessons learned from the health problems that many Gulf War veterans experienced after returning home.

"We look forward to working collaboratively with DoD to address force health protection and veterans' issues now and in the future," Principi said.

Besides working with DoD on deployment issues, Principi noted that VA's health care system serves as a back-up to the military's hospitals during wars or other national emergencies. For more than a year, the senior health care leaders of both departments have met regularly in the new VA-DoD Health Executive Council to coordinate efforts. Collaboration between VA and DoD range from sharing medical facilities to allowing some military members and their families to refill their prescription drugs at a VA mail-out pharmacy.

TRICARE Fundamentals Course

Fort Lewis, Wash—The TRICARE Northwest Office of the Lead Agent is hosting the TRICARE Fundamentals Course here July 28-30.

The TRICARE Fundamentals Course is a new course that has replaced the TRICARE Basic and Advanced Course.

The TRICARE Fundamentals Course is designed for "individuals who either have a duty or responsibility to understand/explain the TRICARE benefit, or are likely to be asked to assist other individuals with questions concerning the TRICARE system (e.g. access to care, enrollment, options, claims, etc)."

Due to a limited number of training spaces that are rapidly being filled the It is requested that only those who have

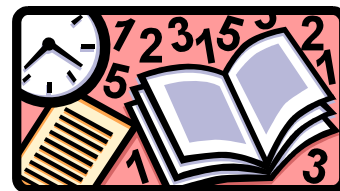
never taken the TRICARE Basic and Advanced Course enroll for this particular session of the course.

There are no enrollment fees or registration expenses associated with this course. It is open to civilians, civilian employees, Managed Care Support Contractor / Designated Provider employees, contractor employees, reserve force and active duty personnel from all TRICARE Regions. Military personnel and government employees from outside the Puget Sound region or outside a reasonable commuting distance from Ft. Lewis should be on TDY /TAD orders while attending this course. No "block" room reservations have been made, but the Ft. Lewis Billeting Office can be reached by calling

comm. (253) 967-2815/6754 or DSN 357-2815) or the McChord AFB Billeting Office can be reached by calling (253) 982-5613 DSN 382-5613). Either billeting office may be able to provide low cost accommodations for those attending "on orders." Of course, there are numerous civilian hotels in the area. All travel/per diem expenses associated with attending this course must be met by the organization sending the employee to the training.

Enrollment in the course will be on a "first come, first serve basis." There are only 35 training spaces and the course is filling up fast. Soon potential attendees will be put on a "waiting list" to attend.

There will be an optional social activity held



in conjunction with the course. Specifically there will be an opportunity to attend the Seattle Mariners versus the Detroit Tigers baseball game at SAFECO Field in Seattle. This game will be Tuesday evening, July 29th. The cost for this event will be less than \$20 ticket.

For more information about the course, please contact Frank Doherty at (253) 968-3421 DSN (782) or by e mail (frank.doherty@nw.amedd.army.mil)

May Retiree Fairs



Smokey Point, Wash —Over 525 military retirees and their families attended a retiree day/seminar held May 17 hosted by Navy Region NW's Community Services' FFSC and RAO office. (Photo by U.S. Navy Michael Kundu of the NW Navy Community Programs Office.

(See Fort Lewis Fair page 6)

Madigan offers M.O.M.s Club

By Helen F. McGregor
Coordinator TRICARE Northwest Breast Cancer Program

All mothers should have the opportunity to breast-feed their infants and all infants should have the opportunity to be breast-fed. What a wonderful way to express the breast-feeding concept! While lactation services are not currently covered under TRICARE, all service beneficiaries do have access to lactation support through a Military Treatment facility. In 2001 Madigan Army Medical Center became one of the first Army facilities to fund a formal full time lactation consultant position. Lisa Jones, RN, is an International Board Certified Lactation Consultant who works diligently to champion the breast-feeding program. The medical center has a variety of



Jason Reedy is enjoys a MOMs Club meeting.



Ms. Lisa Jones, RN, is an International Board Certified Lactation Consultant who works diligently to champion the breast-feeding program.

services for mothers who are breast-feeding or planning to breast-feed. Madigan offers a prenatal breast-feeding education class the 2nd Wednesday of each month and sponsors a weekly breast-feeding support group called Mothers Own Milk or “(M.O.M’s) Club” for short that meets every Monday except federal holidays from 1300-1500 in the OB/GYN Clinic.

The support group saw 700 couplets in the first year of operations and over 1200 couplets during 2002! When asked why the overwhelming response, Ms. Jones replied, “The patients say they are comfortable with the group and feel the questions they ask are not considered silly”. Jones, the point of contact for these services, is available for questions and support of the breast-feeding program of-

fering a phone support line, individual office visits, and consults to clinics.

As an important aspect of the breast-feeding program, Jones offers pre- and post-natal staff education even offering classes as an elective in some of the residency programs. Several of the protocols written and implemented at Madigan have been shared with other MTFs starting similar services. As a member of the Uniformed Services Breast-feeding Coalition, Madigan shares the common goal of promoting equality in breast-feeding support within the Tri-Service Community. Currently Jones is working on a proposal to fund a breast pump loaner program for interested beneficiaries. POC: Lisa Jones, RN, IBCLC – (253) 968-2774 or e-mail lisa.jones@nw.amedd.army.mil



4th Annual West Coast Regional TRICARE Conference – 8-10 July 2003, Portland, Oregon

The Fourth Annual West Coast Regional TRICARE Conference will be held July 8-10 at the Doubletree Columbia River/Jantzen Beach Hotel. The theme for this year's conference is ***"MILITARY HEALTH SYSTEM TRANSFORMATION – Shaping Markets, Empowering People, Forging New Partnerships"***.

People attending the conference can register online beginning in April. If you have any questions, please contact Mr. Michael K. Petty at DSN 782-3424 or COM (253) 968-3424, or e-mail: Michael.Petty@nw.amedd.army.mil

Naval Public Affairs staff win first place



Naval Hospital Bremerton

NAVAL HOSPITAL BREMERTON - The Naval Hospital Bremerton Public Affairs Office, Bremerton, Washington, received first place in the U.S Pacific Fleet's Navy Public Affairs Center

Hometown News Award for 2002 in the "large shore-based commands" category. Placing second is NAVSEA Surface Warfare Center Div., Port Hueneme, Calif. There was no third place award presented in the category.

The announcement came from the Commander, Pacific Fleet Admiral Walter Doran.

The award is given annually by the Navy Public Affairs Center, San Diego, Calif. "to recognize the efforts of the command to educate and raise the awareness of the American public on the importance of a forward deployed, ready Navy, while honoring your Sailors in their respective hometowns," according to the citation presented at an award ceremony April 17 at the Naval Hospital.

The staff of the hospital's Public Affairs Office

during 2002 included Judith Robertson, Public Affairs Officer, Journalist 1st Class (SW) Stacey Moore, (currently deployed with Fleet Hospital Eight), Photographer's Mate 3rd Class Rachel Bonilla, and, for part of the year, Chief Journalist Tim Adams, a Reservist from Spokane, Wash (*Editor's Note: Ms. Judith Robertson retired in April and soon there will be a new PAO at Naval Hospital Bremerton*)

(Continued from page 1)

sequently Director of Medical Services.

Jensen, is returning to a place not unfamiliar to him and his family. His next assignment is at the National Naval Medical Center, in Bethesda, Maryland. While there he hopes to retire from the military. His new job will be as a radiologist and serve as an ad hoc member of BUMED committees dealing with radiology.

Jensen while serving as executive officer (from August 1999 to June 2001) and then as commanding officer (from

June 2001 to May 2003), led and managed Naval Hospital Oak Harbor through dramatic times of change. He helped implement organizational changes that were a necessary part of optimizing the efforts of staff and in developing clinical teams to provide quality health care.

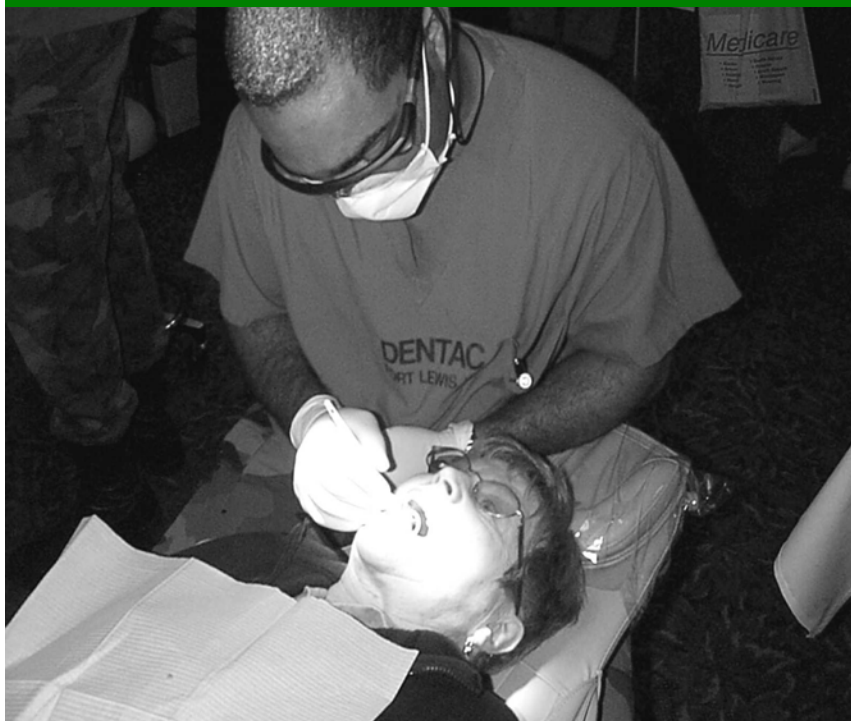
Jensen credits his achievements to the hard work and dedication of his staff who helped him to reach his organizational goals and fulfill his mission. Jensen who received the Golden Anchor Award and the Silver Eagle Award in 2001 for

excellence in Health Promotion programs credits his success to the work of his staff. According to Jensen one of his most rewarding achievements was procuring a CT Scanner for the command. This equipment will help providers deliver more timely care, eliminate the need to transport patients to other health care facilities and save the TRICARE network over \$600,000 per year in purchased care costs. We say goodbye to Jensen and his wife Diana and we wish them success in the future.

The staff of Naval

Hospital Oak Harbor welcome Herrold to their TRICARE family. Herrold's military awards include the Meritorious Service Medal (two awards), Navy Commendation Medal, Navy Achievement Medal (two awards), and Army Achievement Medal. She is a member of the American College of Healthcare Executives, the American Academy of Nurse Practitioners, the Uniformed Nurse Practitioner Association and Sigma Theta Tau.

Fort Lewis Retiree Fair



Fort Lewis, Wash.—Hundreds of military retirees and their families took advantage of the free dental examinations offered at this year's Retiree Fair in May. (U.S. Army photo by MAMC Public Affairs)